

BIME OVERVIEW

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Zendesk helps bring
companies closer to
their customers.

But getting close to your
customers requires you to know
your customers—and your
business—through data.

Data helps us answer the questions we have our customers and our business.

How do our customers learn about our business?



MARKETING

What products are most attractive to our customers?



SALES

How do our customers use our products?



PRODUCT

Are our customers happy, or are they having problems?



SUPPORT

BIME helps you discover and visualize the data you and your business care about.



Zendesk helps you drive workflows and take action on what you've learned.



BIME makes data more accessible and consumable, so anyone can be a data ninja.



**DIY ANALYTICS
TOOLKIT**
with 40+ plug-and-play
connectors to work with all
your data together.

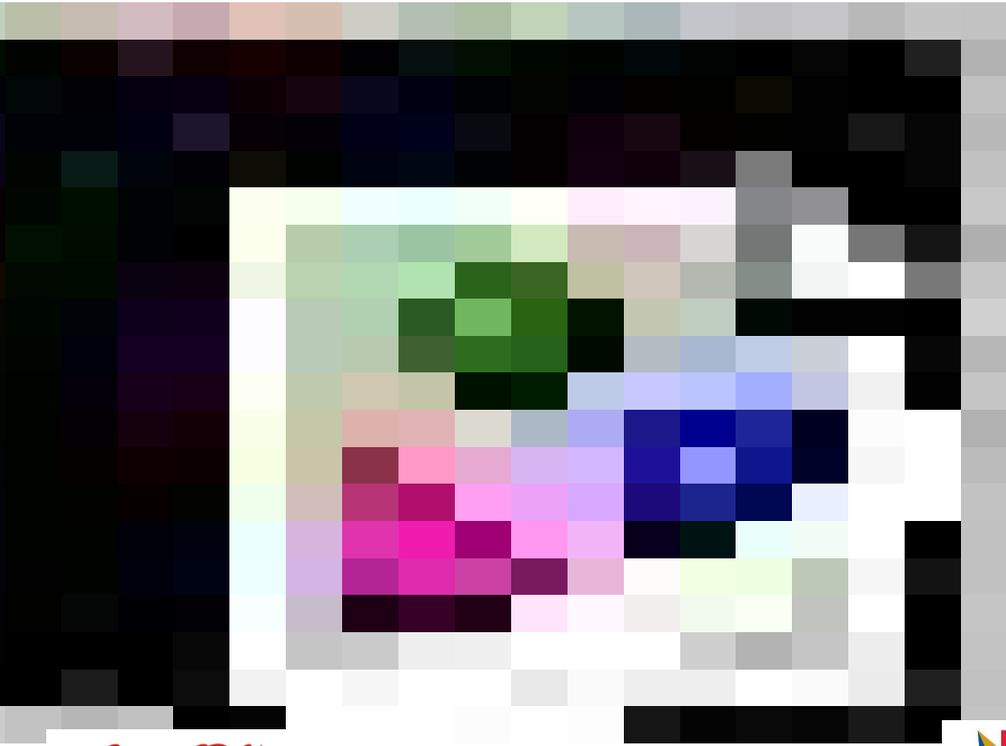


**BUILT FOR ANY
BUSINESS USER**
Analysts and non-analysts
alike can use data to learn
more and do more.



**SCALES WITH YOUR
DATA STRATEGY**
Build your own data store.
Query and visualize with
beautiful dashboards.

THE BACKGROUND ON BIME



Pioneers in cloud-based analytics since 2009



HQ in France, sales in FR and US



Customers in 35 countries

Coca-Cola

POLYVORE

MINICLIP



Vine



BuzzFeed

HOW DOES BIME WORK



ONLINE MARKETERS + AGENCIES

Data they care about:

Advertising performance, engagement, and spend pacing across digital channels and in relation to revenue goals

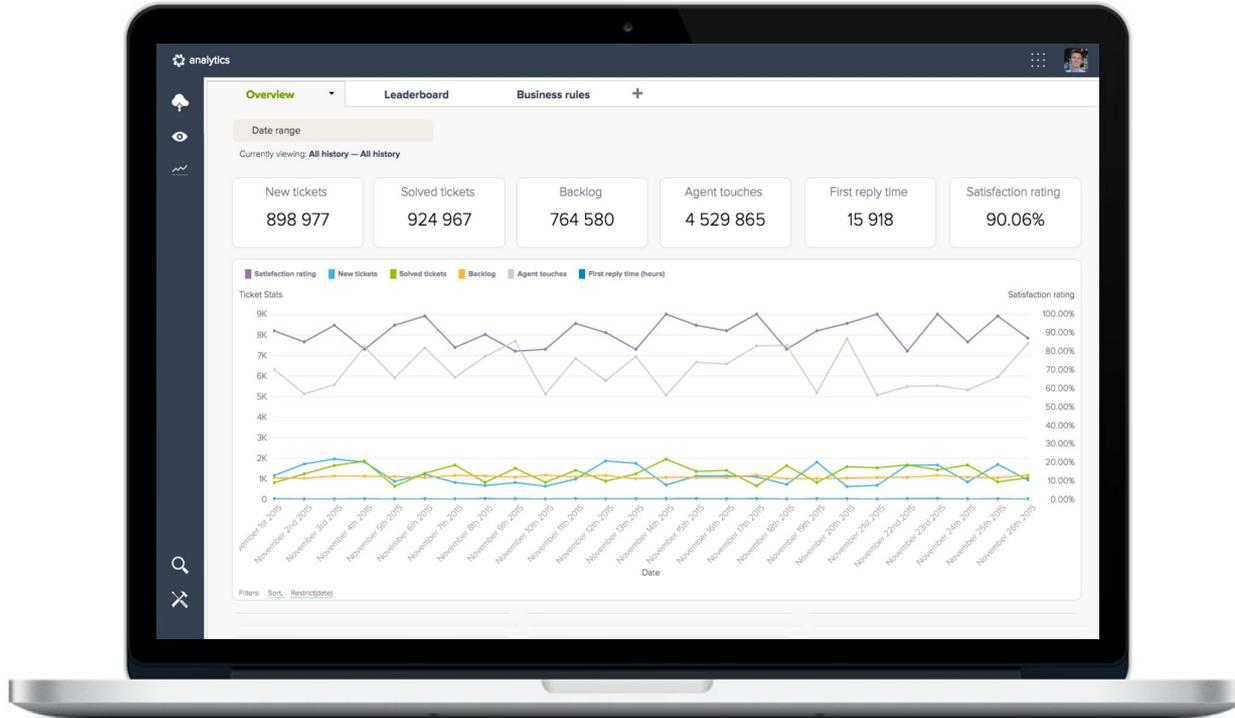


HOW DOES BIME WORK



CUSTOMER-FACING TEAMS

Data they care about:
Customer lifecycle behaviors from web, purchase, usage, spend, to churn—in company-wide ops dashboards



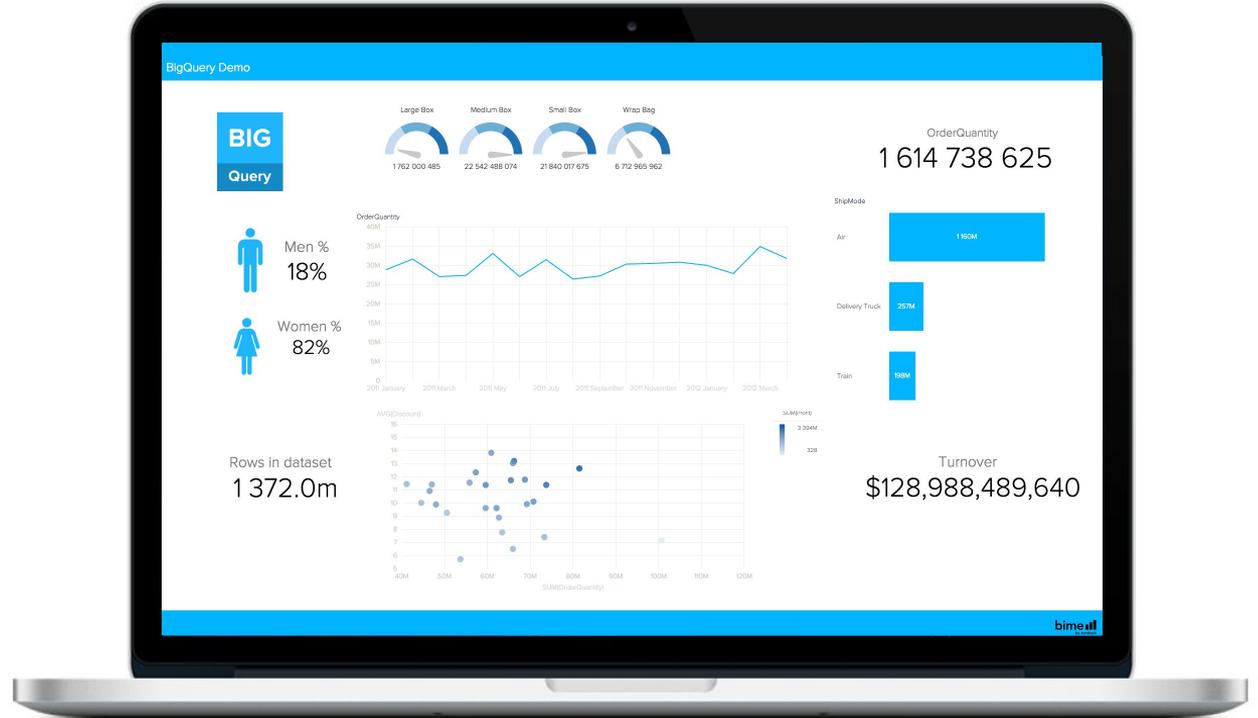
HOW DOES BIME WORK



DATA ANALYSTS +
ENGINEERS

Data they care about:

Easy access to the data they have in Google BigQuery/CloudSQL, Amazon RedShift, or other cloud data stores



HOW ZENDESK CUSTOMERS USE BIME



Report holistically by bringing together data from Zendesk and other tools,
like your chat app, your call center, your customer database, Google Analytics, your product, Intercom, and more.



Build KPI dashboards that show how support operations impact the bottomline.
Showcase customer interactions and support operations—and its impact on revenue, product activity, usage trends.

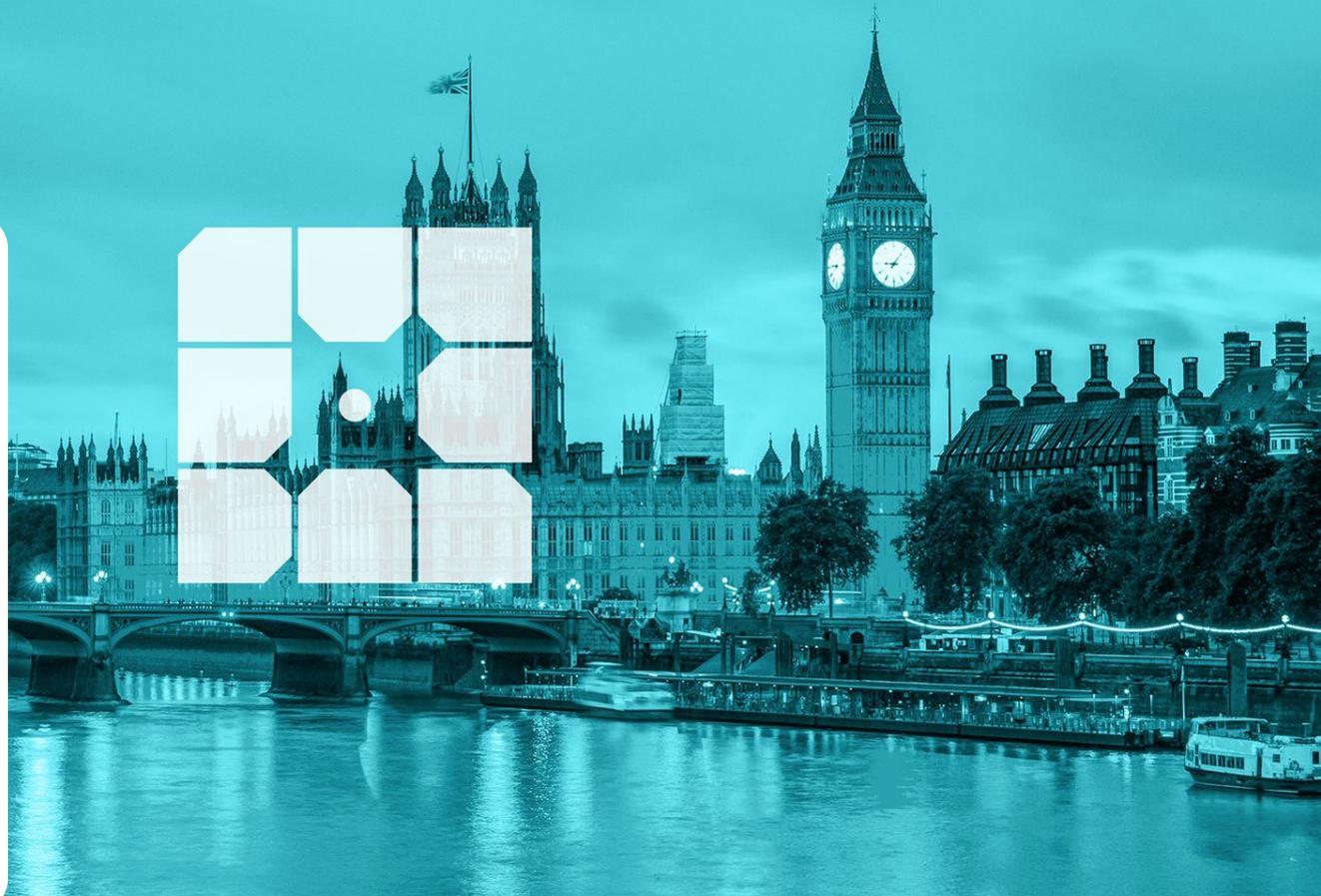


Use BIME on top of your existing data warehouse, like RedShift or BigQuery.
In your preferred cloud data store, query your database and visualize your data in beautiful reports and dashboards



KPI dashboards on all customer interactions

- Hosting company with 300+ Zendesk Enterprise agents
- Uses BIME for consolidated reporting of Zendesk, LiveChat, and InContact—showcased in company-wide operational dashboards



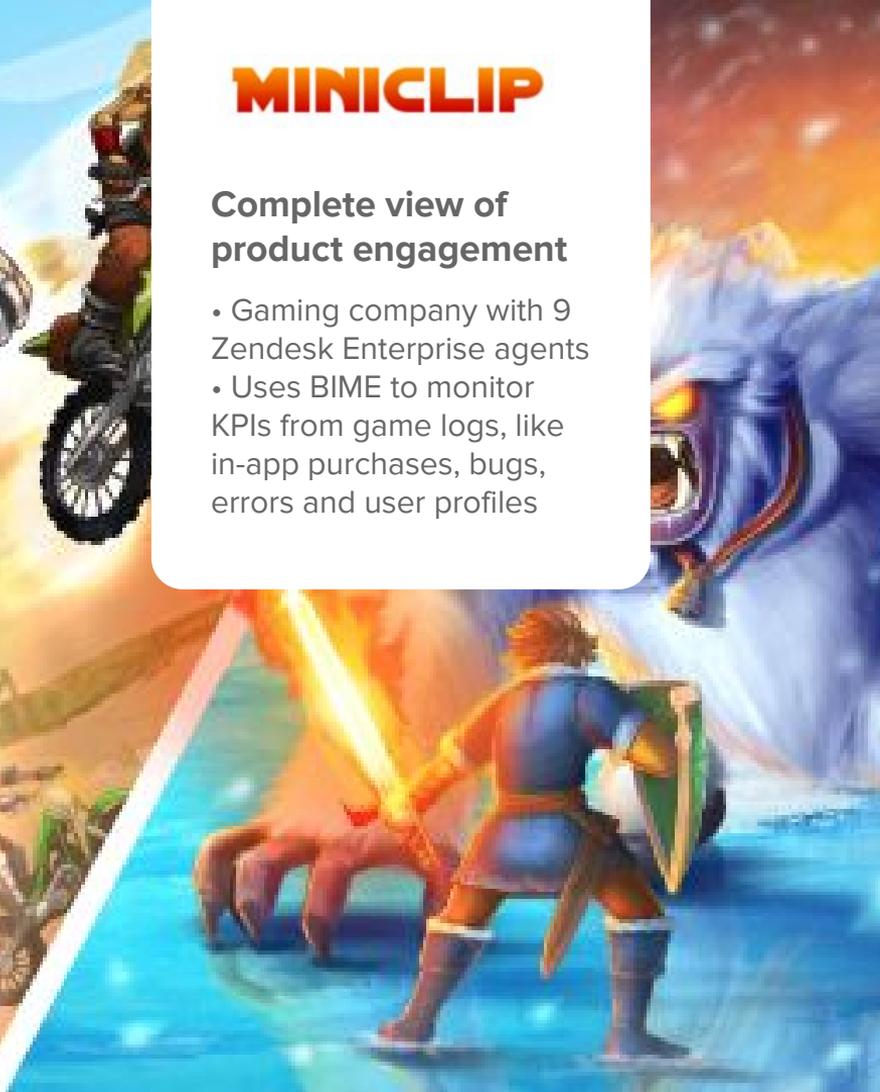
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MINICLIP

Complete view of product engagement

- Gaming company with 9 Zendesk Enterprise agents
- Uses BIME to monitor KPIs from game logs, like in-app purchases, bugs, errors and user profiles





Real-time dashboarding for the whole company

- Showcases real-time dashboards on support and sales performance on TV monitors around the office
- Sends dashboards to management team to provide visibility into operations

BIME + ZENDESK INTEGRATION OPTIONS

 IN DEVELOPMENT



Simple plug-and-play
Zendesk Connector



BIME as the front-end
for your DWH



Segment
connector

What you can do

Bring in data from the Zendesk Tickets table and combine support data with other sources

No data for events, users, organizations, surveys etc. yet

Query the data stored in your data warehouse and build reports and dashboards

Bring Zendesk data into a RedShift DWH and combine Zendesk data with your other Segment integrations

Data blending ideas

SurveyMonkey survey responses + Zendesk data

LiveChat interactions + Zendesk data

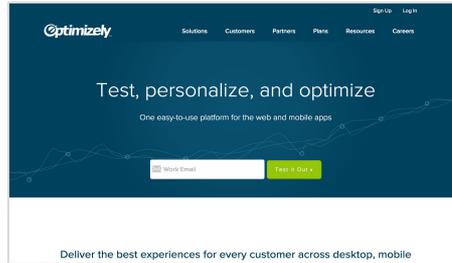
Zendesk data + product usage data + product support costs

Google Analytics for your Help Center + live chat + online sales

Intercom interactions + Zendesk data

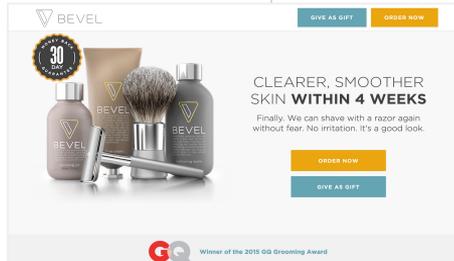
Promoter.io NPS data + Zendesk data

GROW WITH BIME



INTEGRATED ANALYTICS

Give anyone access to the data stored in traditional relational databases.



GROWING DATA NEEDS

Bring together data from different applications without requiring engineering resources.



SINGLE SOURCE SETUP

Move away from manual analysis in Excel or Google Sheets. Easily analyze the data your small business relies on.